



**SERVICES COMMITTEE
of the
TECHNOLOGY SERVICES BOARD
DEPARTMENT OF TECHNOLOGY SERVICES**

PUBLIC MEETING MINUTES

August 29, 2007

The Services Committee of the Technology Services Board (TSB) met in open session, pursuant to the provisions of the Bagley-Keene Open Meeting Act, at approximately 10:00 a.m., at the California Health and Human Services Agency, located at 1600 9th Street, Room 460, Sacramento, California 95814.

1. Call to Order

Chairwoman Ann Boynton called the meeting to order at 10:05 a.m.

Roll called was completed:

1. Kim Belshé, Secretary, California Health & Human Services Agency (Designee Ann Boynton - present)
 2. Michael Genest, Director, Department of Finance (Designee Fred Klass - present)
 3. Rosario Marin, Secretary, State & Consumer Services Agency (Designee Adrian Farley - present)
 4. A.G. Kawamura, Secretary, Department of Food & Agriculture (Designee Davood Ghods - present)
 5. James Tilton, Secretary, Department of Corrections and Rehabilitation (Designee Steve Kessler - present)
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6. Clark Kelso, State Chief Information Officer (present)

2. Approve June 4, 2007 Meeting Minutes – Action Item

There was a motion to adopt the June 4, 2007, Services Committee meeting minutes as presented; the motion was seconded, and it was unanimously approved.

3. Establish Email Subcommittee – Action Item

The Services Committee discussed establishing an Email Task Force. The Task Force would look at issues that arise regarding email services particularly relative to migrating departments to the Statewide Email hosted by the Department of Technology Services (DTS). P.K. Agarwal, Director of DTS, noted that a copy of the charter for the new task force is included in the packet of information for the Services Committee. There was discussion that the new entity should be a task force rather than a subcommittee.

There was a motion to establish an Email Task Force under the Services Committee. The motion was seconded and was unanimously approved.



4. Project Updates – Information Item

A. Customer Council - Mitzi Houston, DTS Deputy Director

The Customer Council will be a forum for communication with DTS stakeholders. The Council will be made up of 13 CIO's from small, medium and large departments and will meet quarterly. P.K. Agarwal will act as Chair of the Council. Findings of the Council will be brought to the Services Committee.

Clark Kelso, State CIO, indicated that the Customer Council was a good move toward working from a top-down structure to a more grass-roots approach. Instead of the Board driving what services are available to the customer, the Council will determine what services the customers are interested in.

B. Benchmarking DTS Rates - Melissa Matsuura, DTS Chief Financial Officer

The Invitation for Bid for benchmarking services was released on May 29. There were 22 potential bidders, but only one actually bid. The contract was awarded to Western Telecommunications Consulting, Inc. They have previously consulted on projects at Stanford University, UC Berkeley and the Department of Health in Oregon. The contract was signed on August 24. The timeline is due the second week of September.

C. Statewide Network Planning - Jim Hanacek, Acting DTS Deputy Director

The DTS has issued a Request for Offer to retain a consultant for this project. The contract should be awarded in September. A draft report will be presented to the TSB in March 2008, and the final report in June 2008. Clark Kelso questioned if the timing would coincide with the rebid of CALNET 2. P.K. Agarwal indicated that the timing should not be an issue.



Director Agarwal took this opportunity to introduce Gail Overhouse, the new Deputy Director of the Statewide Telecommunications and Network Division at DTS. In this capacity she is the point person on CALNET 2.

D. Remedy Service Offering - Dennis Dearbaugh, DTS Deputy Director

The Business Plan for the Remedy Service Offering should be complete in December. Currently, DTS is implementing the latest version and gaining experience in the service. There was discussion about how best to deal with the issue of sole source procurement, not only with Remedy, but as an issue overall.

E. Portal eServices - Anna Brannen, DTS Deputy Director

The procurement effort will result in a partnership to refresh the portal and provide eServices. The Services Committee approved the concept document in April. The Department of General Services is expected to provide a timeline next week on the IT Procurement Plan and Request for Proposal.

5. Data Center Transformation – Information Item

P.K. Agarwal, Director of DTS, gave a presentation entitled '**DTS 2011**'. The presentation focused on a new business model for DTS with extensive disaster recovery capabilities. This future view of the Data Center is being driven by the relocation of the Cannery data center and the need to provide customers with faster and better disaster recover options. The Director cited recent examples of IT crises and talked about common disaster recovery plans at major IT companies.



Clark Kelso discussed the reinstitution of the data center director meetings and that disaster recovery is a major topic of discussion. A concern of all state data center Directors is that existing disaster recovery plans may not reflect the recovery expectations of customers.

After the presentation, there was discussion about the approval process necessary to implement the DTS disaster recovery plan.

6. Public Comment

There was no public comment given.

7. Meeting Adjournment

The meeting was adjourned at approximately 11:10 a.m.